



# Permanent Supportive Housing (PSH) Program Provider Certification Training

Module 1: Orientation to PSH & Service Requirements



# The Permanent Supportive Housing (PSH) Model

Part 1

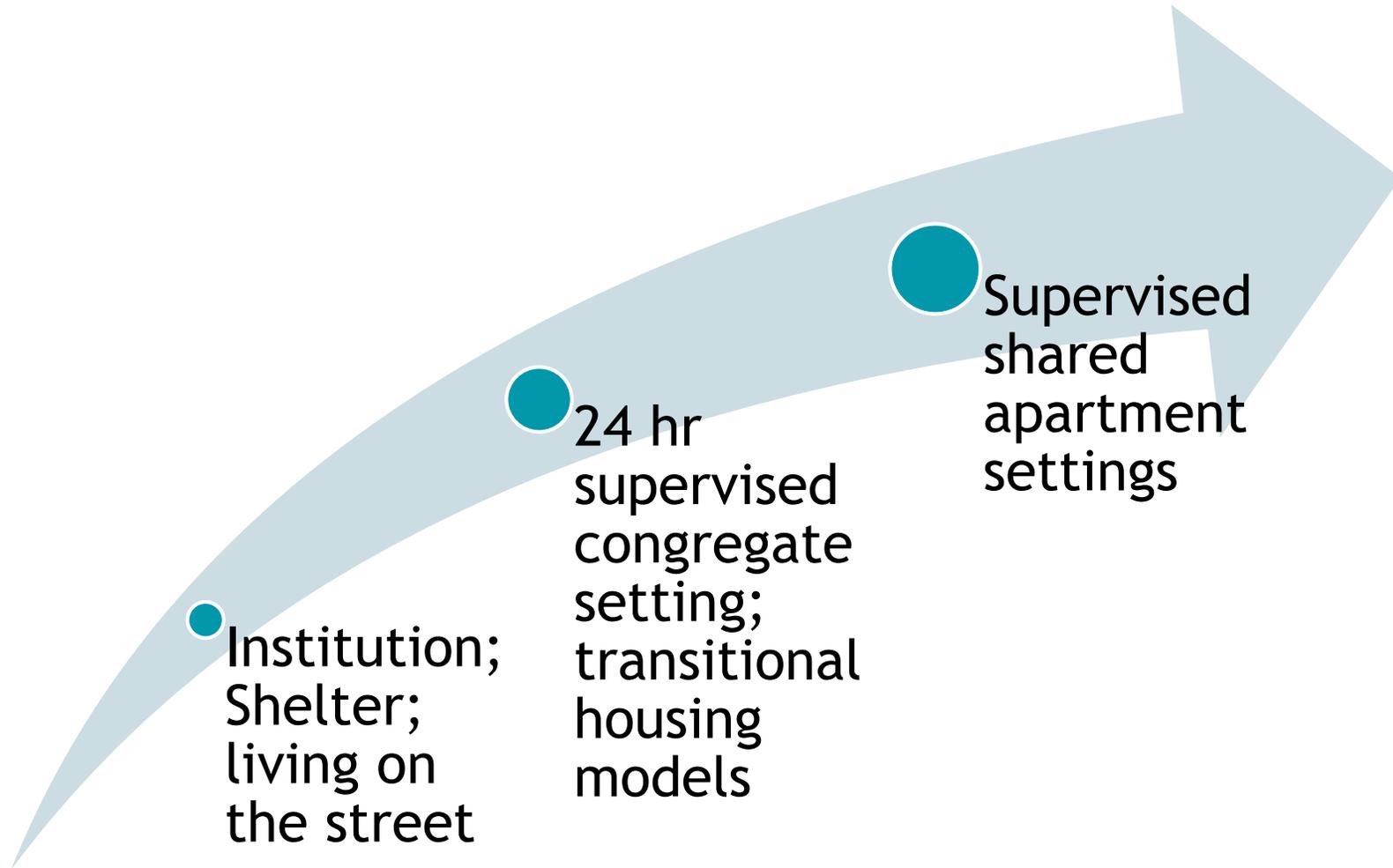
A photograph of a family of four—two adults and two children—laughing joyfully. The image is oriented vertically, with the family members' heads at the top and their bodies extending downwards. A semi-transparent white rectangular box is centered over the image, containing the text "Thank you for all that you do!". The background features abstract teal and blue geometric shapes on the right side.

Thank you for all that you  
do!

# What is Permanent Supportive Housing?



# Evolution of Housing Models



# The Emergence of the PSH Model

- ▶ De-institutionalization and the lack of adequate or sufficient community support services
- ▶ No money for housing
- ▶ Growing criticism of a linear approach to residential models
- ▶ Effectiveness of Assertive Community Treatment (ACT) and Independent Living Centers to meet needs in the community
- ▶ PSH emerged and combined a flexible array of services ***with access to decent, safe, affordable housing***

# PSH Core Principles

- ▶ Choice in housing
- ▶ Functional separation of housing and services
- ▶ Decent, safe and affordable housing
- ▶ Housing integration
- ▶ Rights of tenancy
- ▶ Housing access and privacy
- ▶ Flexible, voluntary recovery-focused services

# PSH Works!

- ▶ Improved quality of life
- ▶ Housing stability and retention
- ▶ Improved health outcomes
- ▶ Reduced time spent homeless
- ▶ Reduction in use of emergency room
- ▶ Greater participation in mental health and substance abuse treatment
- ▶ Cost effective AND the more desired housing option

# What makes PSH different from other housing programs?

When people have the opportunity to live in housing of their **choice**, they generally do better.

- ▶ Balancing success and satisfaction is an emphasis of services and support:
  - **Success** in housing means being able to meet condition of lease: paying rent on time, not damaging the unit, being a good neighbor, etc.
  - **Satisfaction** includes living in an apartment that meets personal criteria: e.g. location, size, amenities, feeling safe and comfortable



# The Louisiana PSH Program

Part 2

# So what does PSH look like in Louisiana?

It's consistent with the evidence-based PSH model.

- Affordable: tenant rent and utilities not exceeding 30% of individual's monthly income;
- Offers assistance for access to and continued occupancy in housing as long as tenant's household pays the rent and complies with lease or applicable landlord/tenant laws;
- Flexible and responsive supportive services are available, yet not mandated;
- Integrated within and meets HUD Housing Quality Standards;
- Functional separation of housing and services;
- Section 811 Project Rental Assistance in north Louisiana

# Housing First

- ▶ LA committed to “housing first” approach in developing the PSH Program.
- ▶ Housing First means housing is not contingent on certain conditions (e.g. clean & sober for x months) and supportive services are available, yet not required for obtaining or maintaining housing.
- ▶ Implementing a housing first approach:
  - Requires staff skills in engagement, motivational enhancement techniques; negotiation
  - Common understanding across housing and services staff.

# Housing First Quiz!

For each question choose all answers that apply

1. What must an individual do before receiving a permanent apartment?

- a) be clean and sober for 6 months
- b) agree to face-to-face visits with staff
- c) complete a transitional housing program
- d) none of the above

**b) agree to face-to-face visits with staff**

# Housing First Quiz!

2. What should you do if a tenant is under threat of eviction?

- a) terminate services
- b) advocate for client, request reasonable accommodation
- c) continue to search for other housing options
- d) sue the property

**b) advocate for client, request reasonable accommodation**

**and**

**c) continue to search for other housing options**

# Housing First Quiz!

3. What should you do if you show up for a home visit and see drug paraphernalia on the table?

- a) call the landlord
- b) call the police or probation officer
- c) talk to the tenant about what you observe
- d) terminate services

**c) talk to the tenant about what you observe**

# Rat Park Experiment

*“The opposite of addiction isn’t sobriety.  
It’s connection.”*

-Johann Hari



Typical rat cage in addiction experiments



Rat Park cage with socialization and stimulation

# How do individuals apply to PSH?

- ▶ Applicants might apply to PSH via their service provider, local continuum of care, or regional waiver office.
- ▶ The PSH application is public and available online, so anyone can apply. Applications cannot be received in person.

<http://ldh.la.gov/psh>

1-844-698-9075 (PSH)

1-844-756-1562 (811 PRA)

- ▶ The 811 PRA application can **only** be submitted from qualified referral sources.
- ▶ Takes about 30 days to process an application
- ▶ If eligible, individuals will be added to the waiting lists they selected.
- ▶ When individual comes to the top of the waiting list and there is a unit available, he or she will be system selected and referred to a PSH provider.

# How does LA separate housing and services?

- ▶ In keeping with the model of PSH and the core principle of separation of housing and services, two statewide entities are involved in creating and managing the PSH Program:

**The Louisiana Department of Health (LDH)  
= Services**

**Louisiana Housing Authority (LHA)  
= Housing**

# The LA Department of Health= Services

- ▶ Office of Behavioral Health (OBH) manages, either directly or through contract with the 5 Healthy Louisiana Plans:
  - MHR services (CPST/PSR)
  - ACT services
- ▶ Office of Aging and Adult Services (OAAS) manages:
  - Community Choices Waiver, Long-Term Personal Care Services, Adult Day Healthcare
  - CDBG-funded services via the PSH Program Office
  - Residential nursing facility
- ▶ Office for Citizens with Developmental Disabilities (OCDD) manages:
  - Children's Choice, New Opportunities Waiver, Support Waivers, Residential Options Waiver

The PSH Program Office coordinates the overall program across all LDH Program Offices, yet sits within the OAAS.

# The Louisiana Housing Authority = Housing

- ▶ Administers rental assistance payments
- ▶ Administers the Project Based Voucher (PBV) program
- ▶ Manages Rental Assistance Contracts (RACs) for Section 811 PRA
- ▶ Administers the Shelter Plus Care subsidies via contracts

# Project Based Housing (PBV)

- *Project-based* means these vouchers are tied to the property and unit, and tenants cannot use them to rent another unit if they move.
- To obtain a PBV, individuals must apply to the PSH program and get on the waiting list.
- Only eligible applicants who meet **all criteria** are placed on the wait list:
  - ◆ Very low- or extremely low-income
  - ◆ Meet definition of “in need of PSH”
  - ◆ Eligible for a Medicaid (MHR, ACT, OAAS/OCDD waiver) or Ryan White program

# Continuum of Care (CoC)

- Formerly called Shelter Plus Care
- Has the additional criteria of homelessness.
- Five regionally based SPC Administrators have day-to-day management responsibility.
- These subsidies are accessed through homeless service providers and are based on vulnerability.

# Continuum of Care Subsidy Administrators

Subsidy Administrator	Region	CoC Jurisdiction	Number of Subsidies	Contact Information
Unity of Greater New Orleans	1	Metropolitan Human Service Authority / Jefferson Parish HSA	875 tenant based	Martha Kegel 504-821-4496 mkegel@unitygno.org
Louisiana Housing Authority	9	Northlake Homeless CoC	67 tenant based	Winona Connor 225-242-1389 wconnor@lhc.la.gov
Start Corporation	2	Houma/Terrebonne CoC	51 tenant based	Casey Guidry 985-879-3966 casey@startcorp.org
Lafayette Catholic Service Center	IV	Acadiana Regional Coalition on Homelessness and Housing	23 tenant based	Eric Gammons 337-235-4972 ext 103 egammons@catholicservice.org
Calcasieu Parish Police Jury	V	Louisiana Balance of State CoC	23 tenant based	Umeih Thomas 337-721-4030 ext 5045 uthomas@cppj.net

# Section 811 Rental Assistance Contracts

- Operates like PBV
- Properties enter into a contract with LHA
- Tenants sign the Section 811 lease instead of the property's lease



## PSH and Section 811 PRA Eligibility

# Who Qualifies?

Eligible individuals must meet ALL of the following criteria.

- Individuals who have a substantial, long-term disability:
  - Serious mental illness
  - Intellectual/Developmental disability
  - Physical disability
  - Disabling chronic health condition
- Disability must qualify for Medicaid-funded or other funded supports and services operated by LDH program offices of Behavioral Health, Developmental Disabilities, Public Health, or Aging and Adult Services, such as MHR (CPST/PSR), ACT, Community Choices Waiver, Residential Options Waiver or New Opportunities Waiver
- Household must be financially eligible for the program (PSH: very low income, or 50% Area Median Income; 811: extremely low income, or 30% AMI)
- Qualifying household member must be in need of the supportive services offered by PSH.

For Section 811 Project Rental Assistance, this individual must be between 18 and 61 years of age at time of lease signing.

# What does “in need of PSH” mean?

At least one member of the household must be “*in need of PSH*” as defined by LDH.

- Household member’s physical, mental, or intellectual impairment substantially impedes their ability to live independently without supports.
- Their situation could be improved by more suitable housing conditions.
- They require the supportive services provided by PSH service providers to retain that housing.

# “In Need of PSH” – for example:

<input type="checkbox"/> Never	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Often	2. Needs support to maintain housing, including assistance to access appropriate housing options; obtaining necessary documents and records to complete housing application or lease; obtaining/accessing sources of income necessary to pay rent, home management, establish credit; and understanding and meeting obligations of tenancy as defined in lease terms
<input type="checkbox"/> Never	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Often	3. Needs assistance to communicate with the landlord or property manager regarding the applicant’s disability, accommodations needed (wheelchair ramp, bath grab bars, etc.), needed repairs, or other unit concerns
<input type="checkbox"/> Never	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Often	4. Needs assistance to communicate with neighbors (For example, resolving disputes in a calm manner)

# Who gets preference?

1. Individuals who are transitioning out of institutions
2. Chronically homeless households
3. Homeless households
4. Households at risk of homelessness or inappropriate institutionalization
5. Hurricane displaces (*not for 811 PRA*)

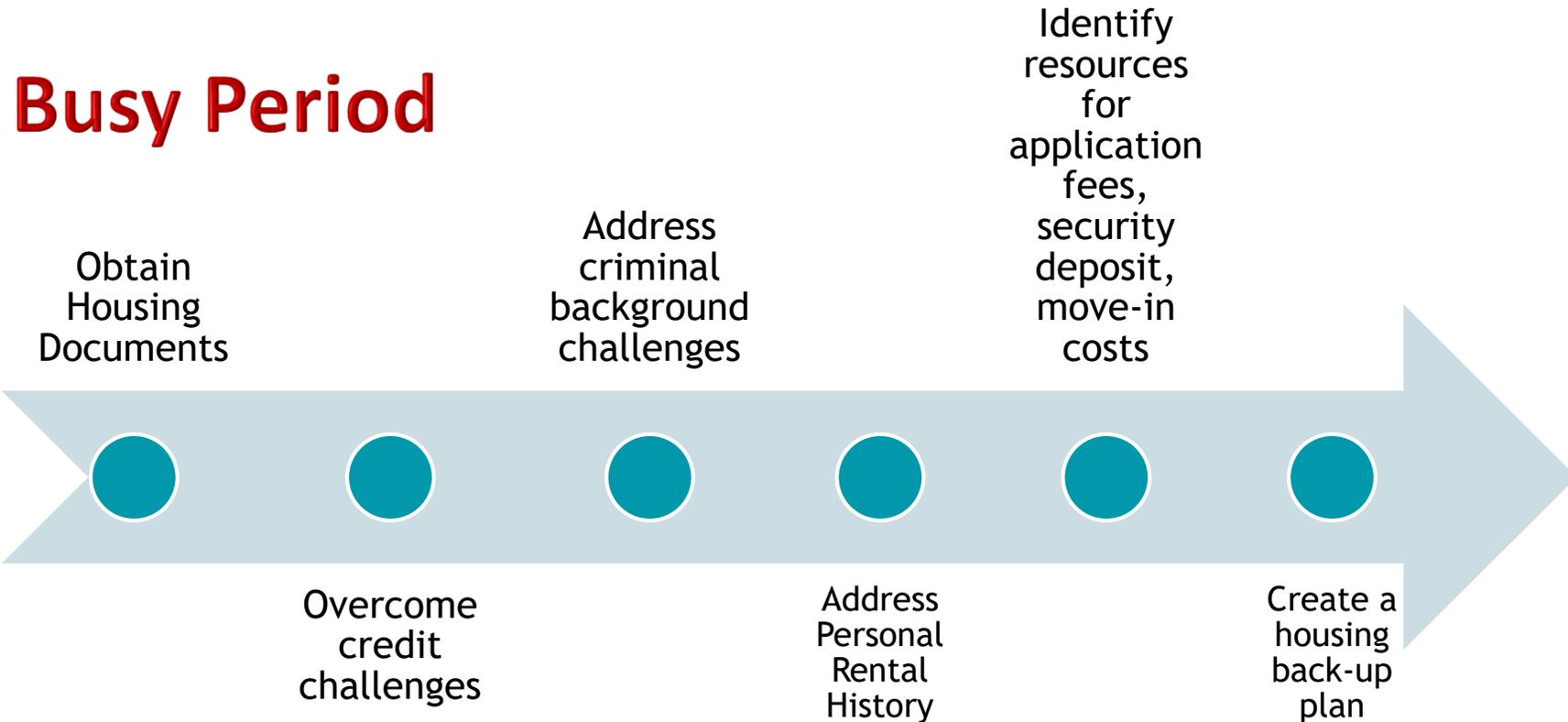
# What happens after someone is found ineligible?

- ▶ Ineligible applicants will receive a denial letter in the mail as well as information about how to appeal if they believe their denial is an error.
- ▶ 30 days to appeal
- ▶ Denied again; appeal conference

# What happens after someone is found eligible?

- ▶ Eligible applicants are added to the waiting lists they selected.
- ▶ Eligible applicants will receive a letter in the mail with the waiting lists they selected, bedroom size, and any preference points they received.
  - There is no way of knowing how long someone will be on the waiting list, but applicants should notify our office of any changes in contact information while they wait so they can be contacted when they are selected for housing.
  - PSH is not emergency housing – you may need to continue helping them look for other housing resources.

# Waitlist Period Activities for Applicants & CMs



# Gather this Paperwork Now

## Housing Documentation Checklist

- Birth certificate (all household members)
- Valid Government Issued Photo ID (passport or state ID) - all household members over age 18
- Social Security card (all household members)
- Proof of citizenship/legal status (if applicable)
- Child Custody - Court documentation showing custody or guardianship
- Income documentation - no older than 60 days

# What happens when they get to the top of the waiting list?

- ▶ When someone gets to the top of the waiting list AND there is a unit available, this is called **system selected**.
- ▶ At this time, we will verify eligibility, income, and need. If still eligible and still in need of housing, applicant will be linked with a PSH-certified service provider.
- ▶ PSH supports get incorporated into the services the applicant already receives. They may have two MHR providers, or their waiver budget will be amended to include PSH.
- ▶ Exception: Ryan White

# Eligibility Pop Quiz....

- ▶ T/F : If a person receives a disability check, they are eligible.
- ▶ T/F: A person must be in need of PSH supportive services to be eligible.
- ▶ T/F: A person must be homeless or institutionalized to be eligible.
- ▶ T/F: A person has to pass a criminal background check to be eligible.
- ▶ T/F: Receiving Medicaid is not sufficient proof of eligibility.
- ▶ T/F: A person has to have an income to be eligible.

A photograph of a woman with dark hair smiling broadly and kissing a young girl on the cheek. They are outdoors in a grassy area with trees in the background. The image is overlaid with a teal geometric pattern on the right side.

# PSH Program Office: Management Functions

# Management & Delivery Functions LDH and LHA

- ▶ Outreach and Engagement
- ▶ Screening
- ▶ Services and Housing Referral
- ▶ Providing Services to Participants
- ▶ Tenant Services Management
- ▶ Tracking and Referral
- ▶ Meeting Performance Requirements as Established by LDH and LHA

# Service Management (LDH)

- ▶ The LDH manages and monitors the services provided for PSH participants.
  - Oversee application process and assist LHA with waiting list management
  - Monitor and certify PSH providers
  - Manages housing referrals and transfer requests
  - Program development
  - Various service coordination

# Tenant Services Managers

Currently designated for Go Zone (South Louisiana) only.

- ▶ Primary contact between the service provider staff, the housing subsidy administrators, and property managers.
- ▶ TSMs typically assist during periods of lapse in Medicaid coverage for MHR recipients.
- ▶ TSMs can assist during system selection & application at property if needed.
- ▶ Service provider assists with any challenges during tenancy, and reaches out to the TSM only when no resolution can be made and tenancy (new or continued) is jeopardized (see dispute resolution process).

# Managing the Services

- The Louisiana Department of Health houses the state Medicaid office.
  - 5 Healthy Louisiana plans under Medicaid manage MHR and ACT Services (CPST, PSR, CI)
  - LDH OAAS/OCDD directly manages home- and community-based waiver services

# Housing Management (LHA)

- ▶ The LHA manages the PBV units and wait list in coordination with the PSH program office.
  - Each time a new housing listing is posted, the LHA Housing Administrator will calculate the number of days the PSH program office and referring agency has until the vacancy must be filled.
  - Each prospective tenant, provider (including transition or care manager) will be provided with a description of this process, with a break down of the recommended # of days for each step to they can track the length of time needed to complete the process and fill the vacancy.
  - Administers rental payments
  - Administers security / utility deposit assistance for 811 PRA.

# Housing Management (LHA)

- ▶ The LHA contracts with and oversees CoC Subsidy Administrators and issues guidance on requirements for referrals, tenancy, waitlist management, and preferences.
- ▶ The CoC Administrator entities will communicate new and turnover units as soon as they become available, and will post/advertise.



# PSH Service Providers: What do you do?

Part 3

# Housing-Related Tasks for PSH Services Provider

1. Housing Viewing and New Admission Paperwork
2. Lease Signing and Move-in Assistance
3. Housing Assessments
4. Establishing and Modifying Service Plan Goals
5. Providing services that promote successful tenancy, recovery and a satisfied life in the community
6. Interim Reporting of Household and Income Changes
7. Dispute Resolution

# Housing Referrals: Service Providers

- ▶ Receive referrals from PSH Program office
- ▶ May make referrals for individuals currently being served who are eligible for one of the Medicaid services and meet “in need of PSH” criteria
  - Assist to submit PSH application
  - Ensure paperwork is complete and obtain required documentation for new admit packet
  - Assure that assessments and authorizations for services are up to date
- ▶ Monitor status of PSH application and report changes in contact information
- ▶ Remain engaged with individual during application process

# Identifying Housing, Leasing and Move-in Assistance

- ▶ Viewing apartments begins when the individual and service provider are notified that they can begin this process and are referred to a particular property
- ▶ Limited timeframe to look at available units and make a decision. Service Provider is actively engaged in assisting person with this process.
  - Provides transportation to available options if needed
  - Assists with the decision making process
  - Reviews and discusses terms of lease, present for lease signing
  - Helps with arrangements for deposits, rental payments, arrearages
  - Negotiates reasonable accommodations
  - Assists with move, including packing, arranging for actual move, etc.

# Identifying Tenant Screening Barriers

- ▶ Even though your client has been accepted by the PSH program, this does not mean he or she will automatically be accepted by the property.
- ▶ All properties have their own screening criteria. Landlords screen to reduce risk of loss of income, neighbor disruptions or property damage.
- ▶ Be aware that you can usually request reasonable accommodation if your client is rejected at the property. Consider this part of the application process.
- ▶ Things to be aware of:
  - Past evictions
  - Credit history
  - Criminal background

# Reporting Household Changes

- ▶ Stay informed and assist individual to notify landlord of any of the following changes:
  - Household composition
  - Income
  - Requests not to renew lease
  - Annual financial re-determination
  - Re-certification process

# Dispute Resolution

Stay engaged with individual to avoid or minimize potential threats to tenancy.

- Identify potential housing and tenancy barriers and address as part of the service plan
- Understand contributing factors: tenant, neighbor, property manager
- Assess potential conflict to determine if there is a lease violation
- Assist individual to understand options, consequences and problem solve how to resolve whenever possible
- Follow Dispute Resolution Process when unable to resolve

# Dispute Resolution Process

## 1<sup>st</sup> Level

- Issue identified and resolved between tenant and property manager and/or services provider

## 2<sup>nd</sup> Level

- Tenant, Services Provider and/or Property Manager determine issue not able to be resolved and housing is in jeopardy
- TSM notified and attempts to resolve with Property Owner or PM Supervisor

## 3<sup>rd</sup> Level

- LDH PSH Program Manager and the LHC Housing Authority Administrator attempt to resolve
- The LDH PSH Program Manager and LHC Housing Authority Administrator jointly determine appropriate dispute resolution action

# New Admit Packet for LHA

- ▶ A packet of release forms, identity information, and income verification
- ▶ Income verification documents can be no older than 60 days
- ▶ Complete as soon as individual is system selected; update income forms as needed.
- ▶ Move-in packet for 811 PRA

# Housing Based Assessment

- ▶ All MHR recipients need to have a behavioral health assessment completed, but your agency might also have a separate one that focuses solely on housing.
- ▶ Housing-based assessments focus on:
  - Housing-specific knowledge, skills and resources needed to choose, attain and maintain housing
  - Tenant screening barriers
  - Personal criteria for housing (people, place, activities and resources directly related to housing success and satisfaction)

# Housing Based Assessments

A good assessment focuses on strengths and needs and informs service activities and interventions:

## *Knowledge*

- ◆ What does the person need to **KNOW**?

## *Skills*

- ◆ What does the person need to be able **TO DO**?

## *Resources*

- ◆ What does the person need to **HAVE**?

# Housing Retention Barriers

- ▶ Barriers related to the applicant's ability to understand and meet the conditions of the lease.
  - Explicit expectations include payment of rent, upkeep of unit, meeting conditions of the lease, following rules of the property
  - Implicit expectations include “fitting in” behaviors that contribute to being considered a good neighbor and tenant.
    - ◆ E.g. respecting neighbors ‘quiet enjoyment’ of property, understanding landlord-tenant rights and responsibilities
    - ◆ Important for project based subsidies to assist person to understand the ‘culture’ of the building or complex

# Responsibilities of Tenancy

## Pay Rent

- Budgeting and financial literacy and management
- Logistics: check or money order, where to pay rent, timelines (when do late fees kick in?)

## Maintain Apartment

- Meeting basic cleanliness standards
- Inspections
- Safety
- Managing repairs and maintenance requests

# Responsibility of Tenancy

## “Quiet Enjoyment”

- Getting along with neighbors
- Visitors
- Noise
- Fitting in with community

## Occupancy

- Only people on the lease live there

# Tenancy Supports

- ▶ Regardless of the tenant's disability, you are providing supportive services to help them learn to role of a tenant.
- ▶ Some of our most important clinical tools in PSH are **motivational interviewing** and **harm reduction**.

# What is Motivational Interviewing?



# What is Harm Reduction?



# Housing Related Preferences

- ▶ Although not always possible to accommodate, it's important to be aware of aspects and features that contribute to satisfaction and enjoyment.
  - ◆ People (neighbors, friends, landlord, support network, etc.)
  - ◆ Place (characteristics of the actual housing setting, amenities)
  - ◆ Activities
  - ◆ Resource
- ▶ When we don't like where we live, we may act in ways that reflect this and may jeopardize housing.

# Incident Reports

- ▶ Know your agency's policy (and PSH's) on incidents that need to be reported and how to file this report.
- ▶ Examples include:
  - Death of tenant
  - Abandonment of unit
  - Severe injury inside of unit
  - Major damage to unit
  - Suspected child or elder abuse
  - Suicide or homicide attempt
  - Extended hospitalization

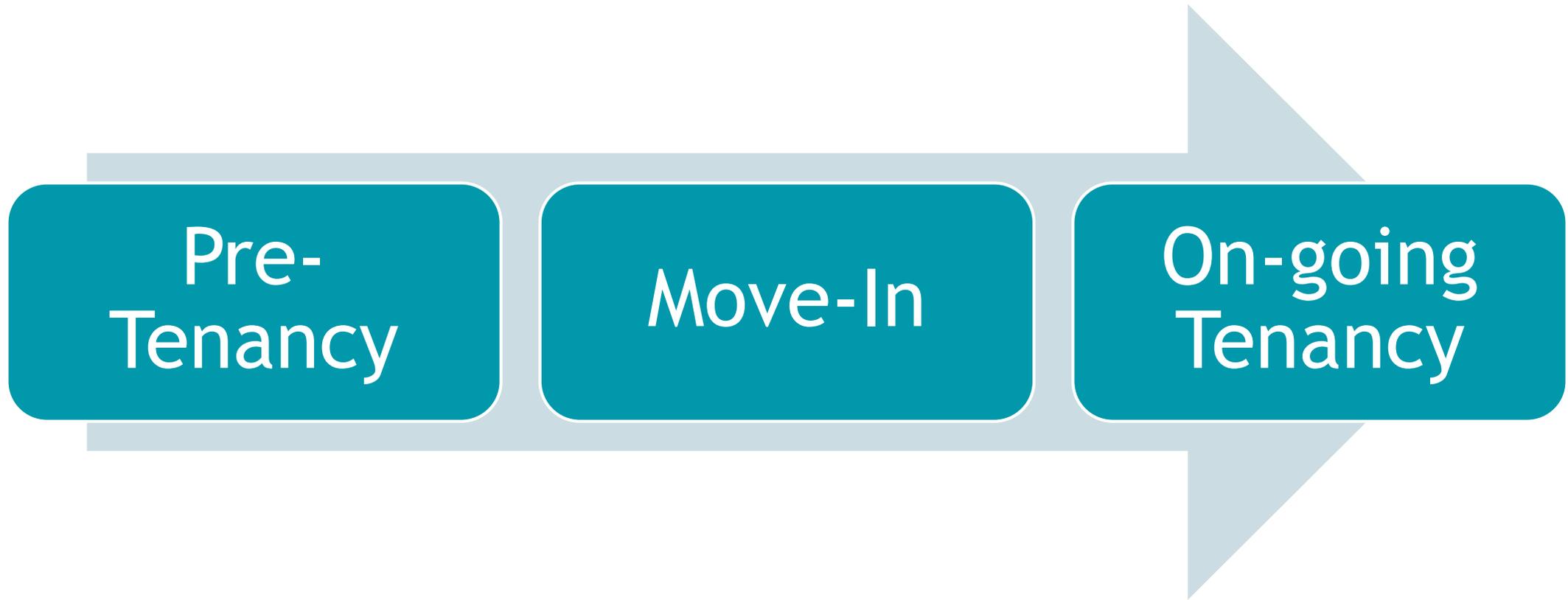
# Establish and Modify Service Plan Goals

- ▶ Housing Goal is identified in individual's Treatment/Service Plan
  - Emphasizes delivery of services aimed at assisting the individual to gain the knowledge, skills and resources necessary for success and satisfaction in:
    - ◆ Keeping housing by learning to be a good tenant;
    - ◆ Improving mental, emotional, and physical health (this is about keeping housing, too!);
    - ◆ Increasing overall quality of life.
  - Developing the skills and supports needed to be a good tenant, neighbor, citizen, experience well-being and personal satisfaction.
  - Develop Crisis Prevention and Intervention Plan for initial adjustment time period (to be updated once the individual has settled in). Think about those housing retention barriers.



## Key Tasks of PSH Phases

# Phases of PSH



# Phases of PSH

## Pre-tenancy

- Starts at system selection
- Includes re-verification of eligibility (services)
- Applying at property, choosing a unit
- Understanding role of tenant
- Completing new admit packet

## Move-in

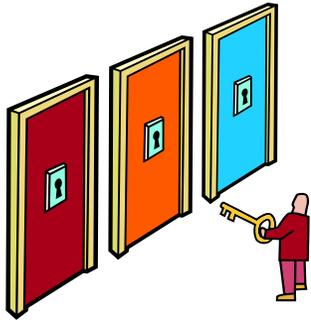
- Arrangement for actual move
- Ensuring unit & individual are ready for move in
- Initial adjustment to new home and neighborhood

## On-going Tenancy

- Sustained, successful tenancy
- Personal satisfaction: Relationships, employment/education,
- Flexing the type, intensity, frequency & duration of services based on needs & preferences



PSH unit(s)  
become available



View available units and select  
unit that is a good 'match'



Complete Owner  
application process;  
await approval



# Pre-Tenancy



*“ In my early professional years I was asking the question: How can I treat, or cure, or change this person? Now I would phrase the question in this way: How can I provide a relationship which this person may use for his own personal growth?  
- Carl Rogers*”

# Pre-Tenancy Services

- ▶ Engagement, relationship building with emphasis on housing support needs and preferences.
- ▶ Begins with assessment of housing and service needs and ends when housing unit is selected and ready for move in.

# Key Tasks Of Pre-tenancy

- ✓ Developing rapport and partnership
- ✓ Understanding/assisting with PSH housing subsidy/ voucher and service program eligibility as needed
- ✓ Understanding the role and responsibilities of being a tenant

# Key Tasks of Pre-Tenancy

- ✓ Assessing strengths, preferences, housing and tenant barriers
- ✓ Planning for support and service needs
- ✓ Conducting housing 'search' and selecting a unit
- ✓ Completing housing applications and awaiting approval
- ✓ Develop initial Crisis Prevention and Intervention Plan

# Common Challenges Pre-Tenancy

- ▶ Difficulty in locating or staying engaged with the individual
- ▶ Lack of essential documentation needed for housing application
- ▶ Trouble selecting a unit or does not want unit that is available



## Move-In Phase

# Move-in Phase

- ▶ Many details to be arranged and attended to:
  - Making sure the individual has funds for security deposits, utilities turned on, furniture and household set up
  - Arranging for, or assisting with the actual move
  - Assisting the person to pack and unpack belongings
  - Lease signing
  - Supporting the person through the move and initial adjustment
  - Anticipating need for increased support

# Key Tasks of Move-in Phase

- ✓ Arranging and/or assisting with actual move into the PSH unit
- ✓ Assisting with packing and unpacking belongings
- ✓ Orienting to new neighborhood
- ✓ Providing increased support during move and initial adjustment period

# Common Challenges Move-In

- ▶ Last minute glitches with move in
- ▶ Disengagement
- ▶ What else?



## On-going Tenancy Life in the Community

# On-Going Tenancy

- ▶ Fostering community integration & inclusion
  - Community participation, good neighbor, citizenship
- ▶ Developing natural support networks
  - Building friendships, peer support, reduced reliance on staff for social needs

# On-Going Tenancy

- ▶ Providing services in a flexible manner that responds to the individual's changing needs
  - Adjusting frequency and intensity of services
  - Avoiding 'drive by' case management
- ▶ Moving from housing stabilization to thriving in the community
  - Employment, education, and meaningful activity
  - Personal enrichment goals

# Key Tasks of On-Going Tenancy

- ✓ Accessing social and recreational opportunities
- ✓ Pursuing employment or education goals
- ✓ Engagement with existing and/or creating new support networks
- ✓ Intervening early in housing and landlord issues

# Key Tasks of On-Going Tenancy

- ✓ Updating assessment and service and crisis support plans to reflect current needs and interests
- ✓ Skill building to promote competence and self-sufficiency in managing apartment
- ✓ Service linkage and coordination
- ✓ Assistance with treatment for health and behavioral health conditions

# Common Challenges On-Going Tenancy

- ▶ Buyer's remorse
- ▶ “Failure to thrive”
- ▶ Housing is jeopardized

# Why Eviction Matters

Source: [Evictionlab.org](https://www.evictionlab.org)

## ***How does an eviction affect someone's life?***

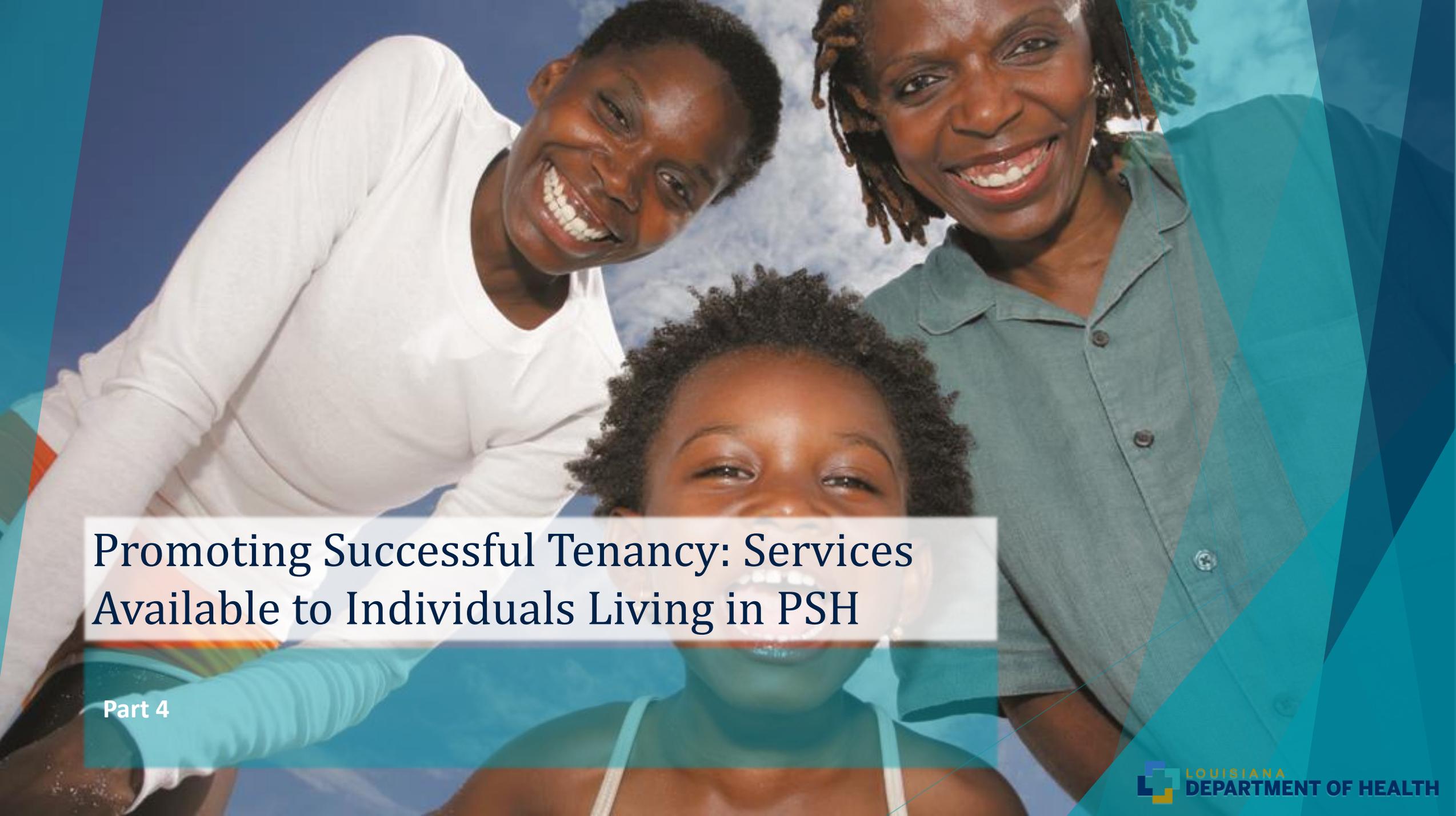
Eviction causes a family to lose their home. They often are also expelled from their community and their children have to **switch schools**. Families regularly **lose their possessions**, too, which are piled on the sidewalk or placed in storage, only to be reclaimed after paying a fee. A legal eviction comes with a **court record**, which can prevent families from relocating to decent housing in a safe neighborhood, because many landlords screen for recent evictions. Studies also show that eviction causes **job loss**, as the stressful and drawn-out process of being forcibly expelled from a home causes people to make mistakes at work and lose their job. Eviction also has been shown to affect people's **mental health**: one study found that mothers who experienced eviction reported higher rates of depression two years after their move. **The evidence strongly indicates that eviction is not just a condition of poverty, it is a cause of it.**



The Eviction Epidemic: Matthew Desmond

# Life After PSH

- ▶ For many, PSH is not the “end of the road.”
- ▶ Services must emphasize education, employment and other goals that increase income and life satisfaction.



# Promoting Successful Tenancy: Services Available to Individuals Living in PSH

Part 4

# Community-Based Services: Medicaid

## ▶ Mental Health Rehab Services

- Community Psychiatric Support and Treatment (CPST)
- Psychosocial Rehabilitation (PSR)
- Crisis Intervention (CI)
- Assertive Community Treatment (ACT)

## ▶ Waiver Services

- Community Choices Waiver (OAAS)
- NOW, Children's Choice, Supports, Residential Options Waiver (OCDD)

# Community Based Services: Non-Medicaid

- ▶ CDBG only services

- Similar to MHR; only available to pre-approved individuals who have been 'grandfathered' into the PSH Program. **Not available for 811 PRA.**

- ▶ Ryan White Services

- Approved through the Office of Public Health (OPH) for eligible individuals living with HIV/AIDS

# Community Psychiatric Support & Treatment (CPST)

## DEFINITION

Goal directed support and solution-focused interventions intended to achieve identified goals or objectives as identified in individual's Treatment/Service Plan

Face to Face Intervention with individual present

51% or more of interventions must take place where the person lives, works, attends school or socializes

# CPST

## SERVICE COMPONENTS

Assist to identify strategies or treatment options associated with the individual's mental illness to minimize the negative effects of mental illness symptoms, emotional disturbances, or associated environments stressors which interfere with the individual's daily living in their home.

Supportive counseling, solution-focused interventions, emotional and behavioral management and problem behavior analysis to improve functioning in living setting.

Strengths based planning and treatments.

# CPST

## SERVICE COMPONENTS

Assist to identify strategies or treatment options associated with the individual's mental illness to minimize the negative effects of mental illness symptoms, emotional disturbances, or associated environments stressors which interfere with the individual's daily living in their home.

Supportive counseling, solution-focused interventions, emotional and behavioral management and problem behavior analysis to improve functioning in living setting.

Strengths based planning and treatments.

# Psychosocial Rehabilitation (PSR)

## DEFINITION

Designed to assist the individual with compensating for or eliminating functional deficits and interpersonal and/or environmental barriers associated with their mental illness.

Intent to restore the fullest possible integration of the individual as an active and production member of his/her family, community and/or culture with the least amount of professional intervention.

PSR is a face to face intervention

May be provided individually or in a group setting

A minimum of 51% of contacts must be in the community

# PSR

SERVICE COMPONENTS	
Restoration, rehabilitation and support to develop <b>social and interpersonal skills</b> to develop or increase:	<ul style="list-style-type: none"><li>•community tenure and awareness,</li><li>•personal relationships &amp; support networks,</li><li>•coping strategies</li><li>•functioning in home, social environment,, work and school.</li></ul>
Restoration, rehabilitation and support to <b>develop daily living skills</b> to develop or increase:	<ul style="list-style-type: none"><li>•self-management of the negative effects of psychiatric or emotional symptoms that interfere with a person's daily living</li><li>•daily living skills and routines necessary to remain in home, school, work and community.</li></ul>
Assisting the individual with effectively responding to or avoiding identified precursors or triggers that result in functional impairments.	

# Crisis Intervention

## DEFINITION

CI services are provided to a person experiencing a psychiatric crisis and are designed to interrupt and/or ameliorate a crisis experiences:

- Preliminary Assessment
- Immediate Crisis Resolution
- De-escalation
- Referral and linkage to appropriate community services

The situation may lead to a housing crisis, but service and activities must address a psychiatric crisis

# Crisis Intervention

## SERVICE COMPONENTS

Preliminary assessment of risk, mental status and medical stability; and the need for further evaluation or other mental health services.

Short term CIs, including crisis resolution and debriefing with the identified Medicaid-eligible individual.

Follow up with the individual and, as necessary, with the individual's caretaking and/or family member.

Consultation with a physician or with an other qualified provider to assist with the individual's specific crisis.

# Assertive Community Treatment (ACT)

## DEFINITION

Multi-disciplinary teams providing all-inclusive treatment and rehabilitative support and services in a person's home and community.

### Primary Goals:

- Lessen or eliminate debilitating symptoms of mental illness
- Meet basic needs and enhance quality of life;
- Improve functioning in adult social and employment roles;
- Increase Community tenure = HOUSING;
- Lessen the family's burden of providing care

# ACT

## ELIGIBILITY

While eligible persons for ACT services have some similar characteristics of CPST, some distinct differences, including specific criteria related to:

- Number of hospitalizations within a specific timeframe;
- History of disengagement from services;
- Persistent and severe symptoms interfere with ability to function in daily life;
- History or, and at risk for incarceration and/or institutionalization.

# ACT

## SERVICE COMPONENTS

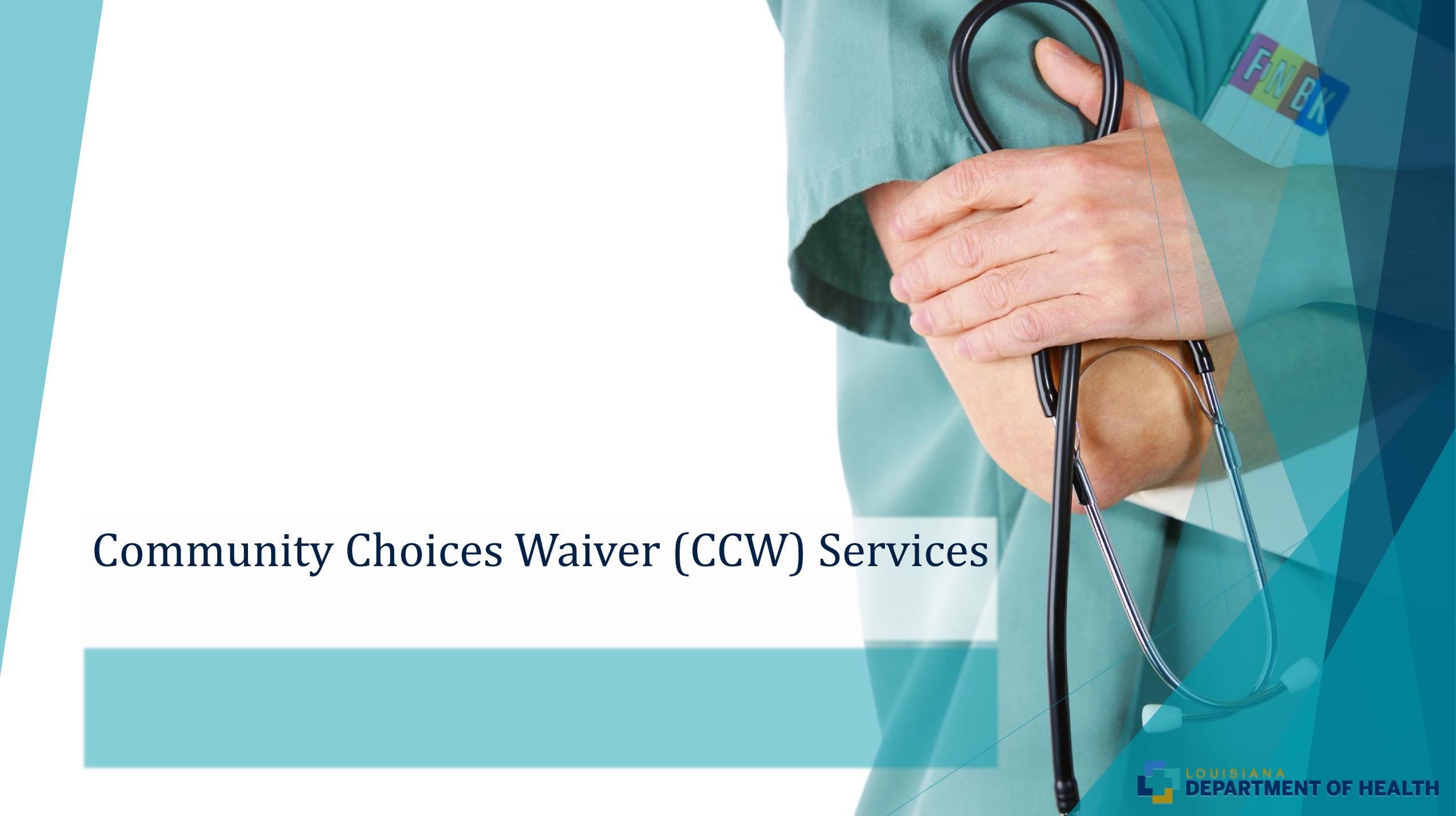
Staff include treatment professionals (psychiatrist, nurse), Social Workers, Employment Specialist, Housing Specialist, and Rehabilitation staff.

Operate a continuous after-hours on-call system with staff that is experienced in the program and skilled in CI procedures. Be able to respond rapidly to emergencies.

Provide mobilized CI in various environments.

Arrange or assist consumer to make a housing application, meet their housing obligations and gain the skills necessary to maintain their home (refers to both upkeep AND keeping).

Be actively involved in psychiatric hospital admissions and discharges.



# Community Choices Waiver (CCW) Services

# CCW: Housing Stabilization Services

- ▶ Enables waiver participants to maintain their own housing as set forth in the participant's approved plan of care (POC).
- ▶ Service is only available:
  - Upon referral from the Support Coordinator.
  - Is not duplicative of other waiver services, including Support Coordination.
  - To persons who are residing in a State of Louisiana PSH unit.
  - Limited to no more than 72 units of HSS per year without written approval from the Support Coordinator
  - No more than 165 units of HSS and Housing Transition or Crisis Intervention can be used per year without written approval from Support Coordinator

# CCW: Housing Stabilization Services

## ► Components

1. Participate in POC renewal and updates as needed, incorporating elements of the housing support plan
2. Provide supports and interventions per the individualized housing support plan.
  1. If additional supports are identified as needed and are outside the scope of Housing Stabilization Services, inform Support Coordinator
3. Provide on-going communication with the landlord or property manager regarding participant's disability, accommodations needed, and components of emergency procedures involving the landlord/PM.
4. Update Housing Support Plan annually or as needed due to changes.

# CCW: Housing Transition or Crisis Intervention Services

- ▶ Enables waiver participants who are transitioning into a PSH unit, including those coming from institutions, to secure their own housing; or provide assistance at any time the participant's housing is at risk (i.e. eviction, loss of roommate or income).

# CCW: Housing Transition or Crisis Intervention Services

## ▶ Service is only available:

- Upon referral from the Support Coordinator.
- Is not duplicative of other waiver services, including Support Coordination.
- To persons who are residing in a State of Louisiana PSH unit.
- Limited to no more than 72 units of HSS per year without written approval from the Support Coordinator
- No more than 165 units of HSS and Housing Transition or Crisis Intervention can be used per year without written approval from Support Coordinator

# CCW: Housing Transition or Crisis Intervention Services

## Components:

- Conduct a housing assessment identifying the participant's preferences related to housing, and needs for support to maintain housing.
- Assist participant to view and secure housing as needed. May include arranging or providing transportation, securing needed documents, completing housing applications, securing deposits and furnishings, etc.
- Develop an individualized housing support plan based upon the housing assessment that includes short and long term measurable goals for each issue, establish the participant's approach to meeting goal and identify other providers as needed.

# CCW: Housing Transition or Crisis Intervention Services

## Components, continued:

- Participate in development of POC, incorporating housing elements
- Look for alternatives to housing if PSH is unavailable.
- Communicate with landlord/PM regarding disability, accommodations needed, and components of emergency procedures involving landlord/PM.
- If housing is at risk, provide supports to retain housing or locate and secure housing to continue community based supports including locating new housing, sources of income, etc.

# Questions?

## **Louisiana Department of Health**

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